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Tools Administrator

Description

- Possess strong Linux skills while experience CentOS and Fedora is desired.
- Experience with the installation, configuration and administration of common IT enterprise management systems, such as HP Openview, ServiceNow, Remedy, Solarwinds, and Splunk is a plus.
- Responsibilities include operating within certain EMS applications (ex. ServiceNow, Splunk, SolarWinds, HP Service Manager (SM), others)
- Responsible for assisting with all applications patches, IAVAs, installations, upgrades and integrations
- Coordinates installation of software upgrades and/or service packs. Develops and manages the preparation of systems, test criteria and control for upgrades, service packs, new functionality, enhancements or error correction.
- Administrating day-to-day IT systems to include system availability, configuration changes, and patching
- Planning and coordinating configuration and change management procedures and schedules
- Ensuring that backups and replication activities have been accomplished per schedule.
- Providing support to IT systems including: day-to-day operations, monitoring and problem systems
- Providing second level problem identification, diagnosis and resolution of problems.
- Maintaining and enhancing knowledge articles.

Requirements

No demonstrated experience is required. Bachelor's degree in System Engineering, Computer Science, Information Systems, Engineering Science, Engineering Management, or related discipline from an accredited college or university is required.

Required Skills

N/A

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